

**MAHARASHTRA STATE ELECTRICITY TRANSMISSION COMPANY LTD.,  
EHV PC O&M ZONE, KARAD**

Administrative Building  
1<sup>st</sup> Floor Vijaynagar  
Karad, 415114  
Dist : Satara



Tel (O) : 02164 255054  
(P) : 02164 646056  
Fax : 02164 255186  
E-mail:  
cekarad@mahatransco.in

CE/EHV PC O&M/ZONE/KRD/T/

NO 0106

Date :- 29 JAN 2020

**Sub:** Enquiry for Installation & Commissioning of 17MBPS (1:1) dedicated Internet Leased Line (Ring architecture on fiber) with dedicated multiplexer for MSETCL along with 2 Static IP's for Karad Zone premises for the period of One Year.

**Ref.:** Asst. programmer (IT), EHV PC O&M Zone, Karad O.N. No. Dtd.20.01.2020.

**Dear Sirs,**

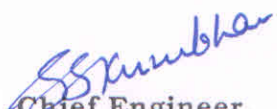
Please offer your reasonable rates for the Work of Installation & Commissioning of 17MBPS (1:1) dedicated Internet Leased Line (Ring architecture on fiber) with dedicated multiplexer for MSETCL along with 2 Static IP's for Karad Zone premises for the period of One Year, as per Schedule 'A' & Annexure 'S' enclosed herewith.

- 1. DUE DATE:** The quotations complete in all respects, duly sealed & super scribed should be submitted to this office on or up to **04.02.2020 till 16:00 hrs.**
- 2. QUOTED RATES:** Rates should be inclusive of all taxes if any, labour charges etc. The taxes applicable if any should be quoted distinctly.
- 3. VALIDITY OF OFFER:** The offer should be valid for our acceptance for a period of 60 days from the due date of opening.

The undersigned reserves the right to reject any or all quotations without assigning any reasons.

Thanking you,

Yours faithfully,

  
Chief Engineer,  
EHV PC O&M Zone, Karad

**Encl:** 1. Schedule 'A'.  
2. Terms & Conditions.

**Copy To: -**

- 1) Asst. programmer (IT), EHV PC O&M Zone Karad.
  - 2) Notice Board.
- M/F T

**MAHARASHTRA STATE ELECTRICITY TRANSMISSION COMPANY LTD.,  
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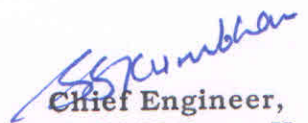
**Schedule 'A'**

Service Charges for Installation & Commissioning of 17MBPS (1:1) dedicated Internet Leased Line (Ring architecture on fiber) with dedicated multiplexer for MSETCL along with 2 Static IP's for Karad Zone premises for the period of One Year.

Sr. No.	Particulars	Rate per Month for 17 MBPS lease line plan Ex. taxes	GST @ 18%	Total amount for One Month Rs. Incl. Taxes	Total Amount for One Year Rs. Incl. Taxes
1	Service charges for Installation , Commissioning and Configuration of 17 Mbps (1:1) dedicated Internet Leased Line(Ring Architecture on fiber) with dedicated multiplexer for MSETCL Karad Zone premises				

PAN of Agency- \_\_\_\_\_

Sign & Seal of Agency.

  
Chief Engineer,  
EHV PC O&M Zone, Karad

**MAHARASHTRA STATE ELECTRICITY TRANSMISSION COMPANY LTD.,**  
**EHV PC O&M ZONE, KARAD**  
**Annexure 'S'**

**Terms & Conditions**

1. The agency shall be required to fulfill the qualifying requirement stated here under.
  - a. The Internet Service Provider must have valid UASL license. The copy of the agreement to be provided as a part of documents.
  - b. The agency/firm have adequate bandwidth at the backend to provide the desired bandwidth in MSETCL.
  - c. The Agency should not have been debarred or blacklisted by any Central / State Government Department(s) and the tenderer should not have any litigation in any of the Court(s).
2. All pages of the offer shall be duly filled and signed.
3. All particulars regarding taxes, GST, duties, freight, forwarding, insurance, installation and commissioning etc. clearly indicating break-up of prices shall also be filled in correctly.

4. **Contract Period:-**

The contract shall be for the period of 1 year starting from the date of commissioning of the Internet leased line (ILL). However the performance will be evaluated by the end of every quarter, and will be continued only if the services are found satisfactory. Contract will be renewed after expire of contract period if the services are found satisfactory.

The decision to continue/discontinue rests solely with the competent authority of MSETCL.

The agreed price would be applicable throughout the contract period. No hike in price would be admissible; however, if the prices are reduced on any account, benefit of the same should be passed on to MSETCL.

5. **Payment terms:**

- a) All applicable taxes will be deducted from your bill such as Income Tax, TDS, GST etc. while making payment.
- b) For claiming payment, you shall negotiate your receipted delivery challan (if applicable), invoices in triplicate, together with certificate of received/commissioned the IIL satisfactorily. The invoices/bill will be raised on the quarterly basis at the end of the quarter.
- c) The MSETCL IT section will process and forward the quarterly invoices/bill raised to the next concerned department within 30 Days.
- d) In case of any downward revision of tariff by TRAI, the same shall necessarily be passed on to IOCL from the effective date.

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**6. Visit to the premises and ascertain feasibility:-**

It shall be the responsibility on each agency to fully inform / acquaint / familiarized itself with local conditions and factors, which may have any effect on the execution of services to be rendered under the contract. All agency(s) intending to bid shall visit and make themselves thoroughly acquainted with the local site conditions.

MSETCL shall presume that the agency has understood and agreed that all the relevant factors have been kept in view while submitting the bid. No financial adjustment arising thereof shall be permitted by MSETCL, on the basis of any non-clarity of information about local conditions being pleaded by the agency. Further, no claim for financial adjustment being made by the contract awarded on these tender document will be entertained by the Institute.

**7. Service Provider Obligations:**

- a. The Service Provider shall responsible for providing the 17 Mbps leased line internet connectivity at MSETCL, Karad Zone office premises, Vijaynagar at all the time throughout the contract period.
- b. The Service Provider shall responsible for MSETCL, Karad Zone office premises, Vijaynagar commissioning and configuring of hardware and uplink of connectivity.
- c. Liaisoning (if required) with other firm(s) for obtaining point to point connectivity between ISP node and MSETCL, shall be the responsibility of the Service Provider (router or switch should be provided by ISP for point to point link activation if required).
- d. The Service Provider would insure that the local loop provisioning does not violate any regulations as laid by Government of India / TRAI in respect of such links / networks. Service Provider shall responsible for making all the payments towards the local loop charges / rentals / WPC charges etc.
- e. The Service Provider will do preventive maintenance once a quarter for upkeep of the systems running. The schedule will have to be adhered to strictly by him.

**8. Service Level Guarantee:**

- a. The Service Provider shall provide the 17 Mbps Internet leased line connectivity at all the time (24X7X365) at MSETCL, Karad Zone office premises, Vijaynagar.
- b. Network Availability (uptime): More than 99.50 % per month.
- c. National Backbone should be available on the same ISP.
- d. Reports for performance, monitoring / usage to be submitted by the ISP on monthly basis or as per requirement of the MSETCL.
- e. Downtime Calculation: Downtime shall be calculated as  $(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$ . Deduction in payment will be made for downtime in the quarterly bills raised by the ISP.

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- f. The response time for attending the faults will be 1 hour after they are reported to the ISP. The ISP will rectify the faults within 12 hours failing which; the vendor will arrange temporary replacements. The services shall be provided 24 X 7 days in a week.
- g. Downtime penalty in % of quarterly payment:

Sr. No.	Downtime	Penalty in % on Quarterly bill
1	$\geq 99.50\%$	0
2	$> 99.00$ to $< 99.50$	10
3	$> 98.00$ to $< 99.00$	20
4	$> 97.00$ to $< 98.00$	30
5	$> 95.00$ to $< 97.00$	50
6	$> 90.00$ to $< 95.00$	70
7	$< 90\%$	100

Downtime due to the following situations will not be considered for the purpose of penalty:

- a) Link down due to power failure / or any situation which are beyond the control of service provider.
  - b) Due to schedule maintenance by the Service Provider, with prior approval of Institute.
9. The services should include and conform to the following:

**a. Location:**

Administrative Building, 1st Floor Vijaynagar, Karad, 415114, Dist : Satara.

Contact No. :Tel (O) : 02164 255054

**b. Internet service shall be guaranteed for the Uptime of 99.50% network availability at MSETCL location.**

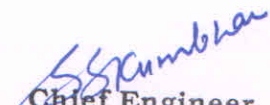
**c. Services should be active within 4 weeks from the date of the work order.**

**d. 24/7 Support via Telephonic, Email.**

10. **Delivery of Services:** In the event of delay of commissioning of link beyond contractual delivery period would be recoverable @  $\frac{1}{2}\%$  per delayed week or part thereof, limited to a maximum cumulative ceiling of 10% shall be applicable.
11. The successful Service Provider has to submit Security Deposit of 5% of Order value (Including Tax).
12. **Guarantee:-**The offered equipment shall be guaranteed for the service period from the date of commissioning or from the date of dispatch whichever is earlier. The equipment found defective within the above guarantee period shall be replaced/repaired by you free of cost on receipt of intimation.

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13. All equipment and software's shall be legal, original and licensed.
14. You will have to execute an agreement bond on stamp paper of Rs. 500/-cost of which will be borne by you, if Work Order placed to you
15. Undersigned reserves the right to accept/reject the offer in full or part without assigning any reason thereof.
16. Please note that your printed terms and conditions will not be acceptable to the MSETCL.

  
Chief Engineer  
EHV PC O&M Zone, Karad